

Berkeley County Government
JOB OPENING – EXTERNAL POSTING
FIELD TECHNICIAN SPECIALIST (PS101373)

DEPARTMENT: BCWS – BILLING

JOB SUMMARY/ESSENTIAL FUNCTIONS: Under general supervision, this position is responsible for monthly water meter cut offs and reconnects for all non-payment customers. Report any irregularities with meter, meter boxes, or any other problem on BCWS equipment or apparatus. Prepare work orders as requested/needed using City Works. Notify Billing of abnormally high water usage, open fixtures, and meters turned back on by customers. Perform reconnects and cut offs on water meters for non-payment customers. Perform monthly rereads as needed on meters. Verify customer accounts for inactivity. Lock or unlock meters as needed. Read, install, remove and replace water meters as needed. Perform routine task with small hand tools. Perform light maintenance on tools and equipment. Perform routine maintenance on meters and meter components. Repair leaks associated with meters and meter boxes. Respond to customer inquiries and investigates customer complaints associated with water billing and high usage issues. Retrieve BCWS payments from all drop box locations on a daily basis. Perform other duties as assigned.

This position is subject to 24-hour on call.

QUALIFICATIONS:

Must be at least eighteen (18) years of age.

High school graduate or General Equivalency Diploma (GED) with one year of general work experience required.

Must have and maintain a valid driver's license for South Carolina with safe driving record.

Personal computer experience including knowledge of Word and Excel.

Must have excellent communication skills, both oral and written.

Must be able to efficiently complete tasks by following established guidelines/procedures with minimal direct supervision.

Must be able to compose and prepare reports, records and correspondence.

Must be able to greet public and explain various requirements and procedures.

Must be able to work in all types of weather environments.

Must have the ability to deal with the public to include handling potential difficult customers.

Skill and knowledge in the use of hand tools, materials and equipment used in the performance of the job function.

Departmental testing may be administered during interview.

A criminal background check will be completed on selected applicant if a current one (less than 3 years old) is not on file.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand; walk; and use hands to handle, feel or operate objects, tools, or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must frequently lift and/or move up to sixty (60) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

SAFETY INFORMATION/DUTIES:

This is a safety sensitive position and subject to random drug and alcohol testing. All employees holding such jobs or requesting promotion or transfer to such jobs are subject to drug testing. Attends all required safety training, follows safety policies and procedures and uses appropriate PPE (Personal Protective Equipment) for assigned tasks.

HOURS OF WORK:

This position is classified as non-exempt and reports directly to the Billing Administrator. Thirty-seven and one half (37.5) hours per week. Normal working hours are Monday through Friday 8:00 a.m. until 5:00 p.m. with the ability to work flexible hours when necessary. These hours will vary based on a rotating shift schedule. ***THIS POSITION IS SUBJECT TO 24-HOUR ON CALL.***

Scheduled hours/days, job location, duties and any other information contained herein is subject to change. May be required to work extra hours and to perform extra or different duties during emergency situations.

If you are interested in applying for a position with Berkeley County Government, you will need to set up a personal account and apply online, click on "Applicant Online" from our website www.berkeleycountysc.gov and follow the prompts. For questions, contact Human Resources at 843-719-4163. Computers are available in the Berkeley County Administration Building and the Libraries to apply online.

Field Technician Specialist – Grade C12

Entry Base Level Bi-Weekly Pay Range: \$894.52 – \$1,028.70

Date of Posting: 08/29/2016

Closing Date: Subject to close at any time.

BERKELEY COUNTY GOVERNMENT IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY.

All employees of Berkeley County Government are employed on an "at-will" basis which means that the employee may discontinue the employment relationship at any time, with or without notice or cause, and that Berkeley County Government may discontinue the employment relationship on the same grounds.
APPLICATIONS WILL NOT BE ACCEPTED FOLLOWING THE CLOSING DATE.